



*As of 7/20/18 there are still 160 total service requests open for the month of June

Above Standard
 Average
 Needs Improvement

City of Knoxville 311 Service Requests – June 2018

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	608	96.1%
Solid Waste	661	98.0%
Infrastructure: Engineering		
Traffic* (Includes Street Lights)	340	86.3%
Civil	26	100.0%
Storm water	60	88.3%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections/Zoning	62	80.3%
Municipal Court	165	96.4%
Codes Enforcement	1736	99.5%
Parks & Recreation		
Parks & Recreation Maintenance	32	59.4%
Total Service Requests	3866	96.6%*

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1554	14.6
Trash/Recycling Cart Issue	291	2.0
Trash Pickup Missed	267	2.2
Street Light Repair / Replace	184	19.0
Municipal Court	165	1.6

311 Center for Service Innovation Statistics

Statistic Category	
Number of Calls	13,959
Average Answer Time	39 sec
Grade of Service(Calls answered in 20 sec or less)	77%